

109. Would you feel uncomfortable discussing or criticizing the performance of the Edison Financial component to date? Please explain:

Wave 1

1. I have not have a class to understand how edison really works.
2. a
3. this is supposed to be a private survey
4. I do not work with financials very much, I would not be a good one to talk about financials.
5. I'd like to keep my job.
6. I rather would not explain.
7. I want to think positive about the upcoming changes
8. while I don't have a large portion of my job duties in Edison, the ones that I do are up for discussion.
9. No answer.
10. I only deal with small parts of Edison so I don't feel I am knowledgeable about the whole. How ever, when concerns have been discussed it is usually deemed a systems problem and "THEY" are working on it. I do think some issues are to be expected but would hope for a quick resolution.
11. The part of Edison that I have to use seems to be such a small portion that what I would have to say would not be as necessary as a staff person who utilizes more of the system.
12. just don't want to
13. Because it would get back to upper manangment, that may cause problems.
14. Some individuals have adopted Edison as their "baby". If you criticize Edison, they rally to its defense. I'm not convinced our agency management wants to hear the problems with Edison.
15. Squeaky wheels in government seldom getthe kind of grease they want. Their wheels usually catch on fire and theirwagons burn up, leaving no trace.
16. Since we have been told not to say anything negative about Edison, experiences in the past with my Department has shown people disciplined for going against similar directions.

17. Most are under the impression that Edison is here to stay regardless of any problems experienced.
18. Don't have adequate information to discuss
19. I FEEL THAT I SHOULD NOT ANSWER
20. Due to my very limited use and knowledge of the Financial Component.
21. If someone to ask me my opinion I would not be discouraged to share.
22. As I said in the last comment, I have been basically told to lie about it and say that it is working when it isn't so therefore I do not feel comfortable discussing it. I am afraid that my job may be on the line if I am truthful about Edison.
23. This is for the betterment of the state not for personal gain.
24. don't want to
25. None
26. We have been told this is the way it is so get used to it.
27. WOULD BE HAPPY TO ANSWER QUESTIONS TRUTHFULLY
28. We have been told not to contact certain staff in Nashville regarding a problem one may have in Edison. Only contact a supervisor, "chain of command".
29. ALLMOST GOT FIRED FOR SAYING WHAT I THOUGHT
30. no
31. I try to always have a positive attitude
32. In these economic times, those who complain about a change that is here to stay will be the first one to be cut for lack of team spirit.
33. Too many different reasons to mention.
34. I'm not comfortable criticizing the use of Edison. I just want to express my dissatisfaction with the system as it pertains to being an efficient manager
35. n/a
36. no
37. I know my superiors do not want any negative attention drawn to this department. don't want superiors to think I am a negative person or not supportive of state initiatives, want to keep my job.

38. There is no point to discussing the Edison project. It is junk.
39. Governor just announced more positions that are going to be eliminated. Don't want to do anything to jeopardize my job.
40. Have not seen the total system to know
41. Limited user in a non financial role.
42. In all honestly, I don't believe that the Edison team or those responsible want to hear the problems. Continually the answer is "human error" or "we're working on it". I understand that this has been a significant undertaking and the Edison staff has worked very hard. However, the agency is considered difficult to work with if we complain or raise questions.
43. told not to
44. no one wants to listen to the large problems involved, just are told to make it work.
45. Big Brother.
46. Retaliation.
47. unknow
48. NO
49. doesn't matter if previous answer is yes or no
50. anonymous surveyers are anonymous - I hope, but I need my job.
51. no one seems to want to criticize it publicly
52. I think that Edison was a "good" idea, and would probably work great for a business, but not for someone as big as the state.
53. Don't know enough about the program to criticize.
54. I am executive service and could be let go at anytime for any reason. Plus, I would not publicly down this system for the "good of the company."
55. I just would be
56. I need my job. Too much complaint and I could be on the street.
57. Other than travel claims, my information is coming through other users in my office.
58. There are so many covered up issues that I would not know who to trust. It is apparent that this starts at the top.

59. I really don't have any questions about the financial component.
60. I'm just a small piece of the whole
61. NO EXPLANATION
62. I think we would actually get in trouble if we did say "I cannot help you because I was not trained to do that task in Edison", since being told specifically not to say that.
63. Everyone we worked with always stated Edison is Great. As if they were told not to complain.
64. I don't feel I understand all components and they way they are "supposed to work" to hold a discussion. This is best left to account clerks who do the work.
65. This would reflect badly on the agency.
66. I think every thing has went sooth.
67. no comment
68. It semms that if you point out downfalls of anything you are questioned
69. Retaliation is always a factor in state positions, no matter what department that position is in. A person can always be pushed out one way or the other.
70. Ask and I'll tell you
71. I don't want to give the public any more fodder to use against hard working career state employees who are trying to accomplish so much with limited resources.
72. We were not to discuss problems within Edison
73. hope this survey is what it says it is - anonymous.
74. Governor Bredesen's response to the last audit of Edison:Justin Wilson can stop implementation of Edison when he's Governor.Wouldn't you be uncomfortable now?
75. backlash from upper management
76. If you say anything about the new system you do not know what kind of reaction you ge from management.
77. na
78. Am not familiar enough myself to have sufficient opinion
79. You will seem like a Malcontent . I am a team player complaining does not contribute to a solution .

80. Have seen what happens if you try to bring issues to the executive staff within Department. These mentioned earlier in another division of General Services led to total removal of all management staff.
81. This is still a political organization.
82. not sure.
83. Don't criticize or lose your job. That simple.
84. Job Security
85. I have to feed my family
86. I can only relate to my use of the system which is limited (4 direct contracts entered myself since Wave 1). Other than it has significantly increased the time to get a contract start-to finish and vendors who get impatient on the back end- I don't have much more to share on the system.
87. There does not appear to be an earnest receptive ear for critical analysis (also please refer to previous comments).

Wave 2

1. Several of those few who make outlike Edison is a God-send are probably of high rank in our government. It would be job suicide to make a negative comment about Edison. You know, Edison gives the good inventor, Thomas Edison, a bad name and a taste in many of our mouths.
2. no one will listen; and ideas are not utilized. Also it will cause distention
3. it's not something you do at my office unless you want a talking to
4. fear of reprisal.
5. It's here so we might as well get used to it.
6. I am not a computer genius. I could not intelligently answer questions regarding computer programming. I just feel it would be beneficial to be able to see the whole screen - wholes are easier to remember than parts scattered across a computer screen.
7. I do some work in financial but not enough to be comfortable explaining it.
8. I am just the low man on the totum pole.
9. Just don't need to make this situation worse than what it is. I will learn to work around these issues because I love working for the State of Tennessee.
10. A way will be found to make staff miserable with transfers to units or undesirable shifts.

11. Every one is complaining
12. n/a
13. ALL I CAN SAY AT THIS TIME, IT REALLY MAKES YOU FELL FRUSTRATED BECAUSE THERE IS S0 MANY ISSUES WITH THIS SYSTEM.
14. If you read the papers, [NAME REDACTED] distasteful comments are still with the "old" employees who have been around a long time and probably know more that the "young" ones do. It is very hard to comprehend how the spokesperson (who is not a teenager) could say such an unprofessional thing.
15. I'm not in a position to do so now.
16. I am a back-up so I don't delve into the Financial component very often.
17. The Edison staff I have worked with have been very helpful and I wouldn't want them to feel that they are being criticized.
18. Non Answer
19. I would feel uncomfortable
20. n/a
21. Edison has problems that need to be addressed but until you ask the people who use the system daily they can't not be addressed.
22. One person (or two) in dept. are in charge of it all. They decide who gets what so you can't get on their bad side.
23. I need my job and the state has a way of retaliation whether they say it or not.
24. I think everyone wants the system to function at its best. Feedback, both positive and negative usually helps to pinpoint problems with any system.
25. Accurach of financial problems must be resolved
26. I do not feel as if management listens to anything those that use the system have to say. It always seems like the decision has been made prior to implementation without involvement of those employees that use the system.
27. I have no idea what is wrong with the program we don't even enter our own time at this point. I have entered one travel claim and was paid within in days of the claim.
28. N/A
29. no

30. No comment.
31. I do not have very much input into this system, so should not talk about it to others.
32. F&A and DOHR do not want to accept responsibility for the disaster that Edison as a whole is.
33. The staff at Foster Ave have enough to deal with from everyone else, I hate to add more to their plate.
34. We are told that we have Edison and wheter we like it or not, were stuck with it!
35. Simply try to explain my encounters with the system.
36. I don't know enough about it yet
37. I feel that management wants us to be positive about the Edison system
38. The greatest problem with EDISON, in my opinion, is that the system is not flexible at all to allow the different agencies to get their work done in a manner that is not hampered by EDISON.
39. no comment
40. No reason
41. Please see prior statements
42. NO COMMENT
43. No, I will NOT
44. I CAN ONLY TELL WHAT I KNOW AND HOW I FEEL ABOUT THAT PARTICULAR ISSUE.
45. Because I don't really know enough to talk intelligently.
46. Because I never really got much traning and I should have gotten training. I learned what I know from someone who had the training and the rest on my own.
47. not enough known to comfortably discuss in depth
48. Can't explain why.....just am
49. As an administrator, I hear the complaints. The actual fiscal staff that have to implement Edison is where the discussion needs to be.
50. Nothing can be gained by silence.

51. It is best to have a positive outlook for change
52. see previous....no thank you
53. Top personnel want Edison no matter what. Thus I would be uncomfortable discussing Edison, I would not want them upset with me or hold it against me.
54. not sure
55. Records are not accurate which delayed claims by 1-2 months. Problem has still not been resolved - only added a bandaid!
56. I don't know.
57. Concerned about negative consequences if Edison is perceived as a negative component to do business in state government.
58. I don't use it for many things nor do I use it daily. I feel that my experience is very limited and not a good judge of the issues at hand.
59. I am not a public type of person. I am more beyond the scene type of person.
60. Don't care to elaborate on these questions in a face to face interview.
61. I don't know enough about it but have been assured that it will be the way to go.
62. This system just does not seem to fit state government. Too many screens to accomplish routine approvals.
63. Follow the chain of command. My own job could be at risk.
64. I do not want to lose my job.
65. It would depend on who is doing the asking.
66. I would feel comfortable explaining any problems to Edison staff.
67. I have put a lot of personal effort into making Edison work for my agency- I take no pride in seeing it flounder.
68. my opinions are my own and I don't wish to make waves....
69. Since I am in the Information Technology division, I have negative project implementation views - but lack a full understanding of the business processes which comprise FSCM. It is the many business processes which I hear are suffering so badly yet I cannot speak with authority.
70. HAVE NOT HAD THAT MUCH TRANSACTION WITH EDISON. NOT INCLUDED IN TRAINING

71. If I thought there was a big problem with Edison I would feel comfortable discussing it and working for a solution.
72. Doing our job takes 2 or more times longer
73. I want to keep my job.
74. I feel that it would be viewed as having negativity toward the system.
75. no comment
76. I need my job
77. Many take offense is there is criticism
78. It needs to be fixed.
79. Read all my previous answers.
80. Would not do any good. Good employees do not rock the boat.
81. I don't have anything to hide.
82. Within my department no but F&A has too much power and control. That concerns me.
83. This is above my pay grade would be the answer I would get.
84. I want to be a team player & believe in change, if the change is beneficial & time effective. I don't see this part of the Edison system as being beneficial or time effective. I don't want to be negative & hope it gets worked out.
85. I would not mind discussing, but I would not want to criticize the system. I know the implementation is a big task and bugs should be expected. I try to understand that not all problems can be foreseeable. I want to try to stay positive about the system.
86. no comment
87. I would not want to do it publicly for fear of retaliation
88. I am not one to complain unless I feel it will correct things. EDISON does not have the checks in place to find out who keyed the changes in access or fixes to the system.
89. Negative comments are turned against the user / employee.
90. My agency is very small compared to other agencies. We will probably never experience a lot of what the bigger agencies have experienced.
91. I love my job...I need my job...and we've been told that Edison is here to stay so if one plans to continue working for the state, Edison will part of the package...take it or quit.

92. I have no experience with it.
93. I don't know if some managers are just fearful to rock the boat, or if they just don't deal with the component themselves and can't honestly evaluate it, but when staff have problems/complaints with the component, they appear to be viewed as inflexible trouble makers.
94. retaliation
95. I just not to answer
96. The squeaky wheel gets the grease, but it may also get replaced. In addition, this system was forced on us, we had no say in it's development or scheduled implementation so what good would it do to voice a concern? When I was in a training session for the time and labor module of edison, several (all) of the participants had issues and complaints about that system and we were told "that's just how it is, you'll have to get used to it". Why would the financial component be any different?
97. I don't have enough experience with the system to discuss it intelligently.
98. I have watched the news and listened to commissiners and know better than to voice my opinion about the negative issues with edison.
99. Everyone has the same problems with Edison and no one cares to hear about it from anyone.
100. state government has not and will not admit mistakes involving public monies
101. Seems generally dissatisfaction by users

Wave 3

1. My opinion has never been asked.
2. For one thing, this quick survey is useless! Some of us have not had the opportunity to suffer through the mindless pages that one has to go through to accomplish the simple task of ordering one little thing in the tortured system of Edison. So how are we to answer questions honestly about a system with which we have no experience. Until we have to undergo this process, we can have no understanding of what are problems will be. And I am terrified of the travel portion. It was once a simple filling out and copying receipts type of paperwork. Now, if the training modules are true, it will take triple the time with a greater margin for mistakes. Especially since it is an odd format that will probably be as unforgiving of mistakes as the rest of the system. It is something I do not look forward to, and I know will cause more grief and stress than it previously did.
3. There are some aspects of Edison that I still don't understand. I would feel "looked down upon" by those who do.

4. Don't know enough about it.
5. I AM NOT AFRAID TO EXPRESS MY OPINION AT ANY TIME.
6. To date I have no problems with the system however I have not had very much experience yet.
7. I do not want to be looked at as a trouble maker.
8. Nobody has asked, but I wouldn't have a problem discussing Edison. I know it's had it's kinks, but I really like the payroll part now that I'm used to it. I'm sure this part will be the same.
9. I feel that since the decision has been made that this will be the system to use, the attitude would be that we are going to use it, ready or not.
10. I have not been here long enough to know the exact details of problems.
11. As before, I am not familiar enough with it to make any comments, however I am familiar enough with how slow it has caused F & A to be to know that it will be an issue. Also to be further complicated by child care provider phone calls trying to find out the status of their processing.
12. I don't feel I know enough about it to discuss it.
13. don't know enough about edison to even discuss it
14. Staff training
15. Choose not too.
16. Wave 3
17. it would just cause problems in the future
18. I would not want to be seen as negative and we must move forward.
19. All of the State Employees are happy in these tough times to have a job. It is uncomfortable to do this survey, but I hope I am helping. I would rather remain faceless at this time.
20. I don't have enough dealings with Edison on a day to day basis to make too many judgements about it. The dealings I have had with it have had to do with insurance issues and those were not positive issues and that is really all I can speak on regarding Edison.
21. The atmosphere being portrayed is live with it and keep your mouth shut.
22. Dont know much about it yet

23. Have not used it yet, but when I do if I have problems I will contact the required people to solve the problem.
24. Due to its origin
25. Concern that management might not be receptive.
26. Cant explain it.
27. Since our Department is in Wave 3 and have not implemented, all I can speak of is the training that I have received to date, not any use of the actual system.
28. I do not want to be critical and I want to go forward with this, however,I do not feel comfortable at this time with my knowledge of this system.
29. I haven't used it yet.
30. I don't have enough knowledge of the financial component to be an expert on criticizing it.
31. Because I haven't had any hands on with edison and my job other than training classes.
32. I do not want to appear resistant to change. The old system was archaic, however I am not sure this one is better.
33. I have not actually used Edison Financial Component as of yet,since I am of wave 3. I only have the information from our Edison representative that is currently working with Edison staff to get the current issues with Edison solved and to make sure that Edison will serve our department correctly. I cannot comment on the functionality of Edison since I have not yet started working in it.
34. Don't want to appear as negative for progress.
35. Recent news stories have suggested that TN state employees are too stupid to use the system.
36. I don't feel that I am qualified.
37. We were told the Governor said the system is here to stay - like it or not - so why complain.
38. Not if I could be identified. I don't want to be characterized as lazy, uninformed, unwilling to change, or unwilling to embrace new technologies.
39. First of all, I don't feel that I am knowledgeable enough to ask the right questions and from what I gather, we are just supposed to shut up and do our jobs.
40. I would not be uncomfortable discussing but would be uncomfortable criticizing because as it was told to management Edison is here to stay, and the sooner we get on board and

learn the system, the better for all. In other words, why postpone the inevitable? Which is why I have mixed feelings about when the implementation of wave 3 should take place.

- 41. I like my job.
- 42. I'M NOT QUALIFIED TO ANSWER AT THIS MOMENT
- 43. I just feel it would be my best interest not to discuss.
- 44. we are encouraged to speak only positively of the Edison System.
- 45. I am quite certain that my criticism would adversely affect my career employment.
- 46. We are in the WAVE 3 so we do not even have this yet so yes I would be uncomfortable for I do not know that much about it.
- 47. It may be reflective on job performance.
- 48. have been asked not to be negative
- 49. It's seems everyone is.
- 50. Will with what little I know I don't mind being asked.
- 51. Lack of training and preparation.
- 52. IF I HAVE PERMISSION FROM MY SUPERVISOR AND HER SUPERIOR I WILL BE GLAD TO DISCUSS IT WITH YOU.
- 53. Since my agency is in wave 3, I really don't have the expertise or experience to answer most of the questions in this survey. Some questions I had to answer yes or no with no other choice and I really wanted to answer I don't know or sometimes on those questions.
- 54. So much publicity has occurred with the media, that I would prefer to just learn what I need to learn and do it rather than complain about it. I do think I will have problems with the inventory of items, but I also know I can figure out something with other staff that have done it. If Edison is going forward, I would like it to occur now.
- 55. Some people seem overworked in trying to their usual everyday job duties plus Edison work.
- 56. i need my job
- 57. In one of our practice classroom classes, the teacher said she did not know everything about the Edison system. I surely don't, so I would not know how to address some of my concerns.